DUTY STATEMENT
DEPARTMENT OF JUSTICE
CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION
BUREAU OF CRIMINAL INFORMATION AND ANALYSIS
RECORD MANAGEMENT BRANCH
CRIMINAL RECORD EXPEDITE & SUPPORT PROGRAM
QUALITY UPDATE AND EXPEDITE SECTION

JOB TITLE: Supervising Program Technician (SPT) III

POSITION NUMBER: 420-761-9926-015

INCUMBENT: Vacant

STATEMENT OF DUTIES: The SPT III in the Quality Update and Expedite Section acts as a first line supervisor over Program Technician (PT) III staff. The SPT III must analyze, distribute, monitor, and prioritize the workload of the PT III staff. The SPT III identifies, advises, and may perform the most complex work. The incumbent provides on-the-job training and coaching, as needed, to staff. The SPT III evaluates the attendance and work performance of staff and takes appropriate corrective action when necessary. Develops memorandums, correspondence, and personnel documents as needed. The SPT III ensures technical processes comply with applicable laws and policies. The SPT III supports the evaluation of processes to improve efficiency, and assists in the implementation of new technology as it is applied to operations.

SUPERVISION RECEIVED: Reports directly to the Staff Services Manager I.

SUPERVISION EXERCISED: Directly supervises Student Assistant, PT II and III staff.

TYPICAL PHYSICAL DEMANDS: May be required to carry stacks of folders short distances weighing up to 20 pounds.

TYPICAL WORKING CONDITIONS: In a remote work environment, home office, or similar environment in California. At the office, an enclosed windowed office with a smoke-free environment. May be required to sit at a computer terminal while performing research and other duties up to eight hours a day. Travel to designated offices may be required.

ESSENTIAL FUNCTIONS:

50% Supervises and provides guidance, training, and support to staff. Prepares and reviews probationary and annual performance reports; takes corrective action as necessary to address performance deficiencies; evaluates manpower utilization reports and workload production and inventory data prepared by PT III staff. Performs supervision of technical processes involving the entry and verification of source documentation into the Automated Criminal History System and associated criminal history databases and processors; oversees work flow and work processes within the Program and coordinates work with affected programs as necessary; interprets and clarifies laws and procedures to resolve process questions submitted

by staff; handles the most difficult complex technical processes.

25% Evaluates proposed alternative procedures, policies, and processes to improve efficiency while ensuring compliance to applicable laws are maintained. Oversees the implementation of new policies and procedures. Assists in the development and analysis of work measurement standards and other management information used as a basis to evaluate employee performance. Maintains statistics and prepare reports as needed for special studies and budget processes. Evaluates and facilitates staff development; oversees the onboarding and orientation of new employees; and initiates necessary development activities to ensure quality control of the PT III staff's work product.

25% Assists in implementation of new technology as it is applied to operations to include system testing, training, problem resolution, and coordinate procedural and processing changes as needed. Performs various administrative support functions related to attendance, budgeting, training, and personnel actions; supervises or conducts special projects as assigned; coordinates the selection and hiring of new staff.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

☐ I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

☐ I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

☐ I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

☐ I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature	Date	Supervisor's Signature	Date